

Application No. 10/002,745
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01703/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,745

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 2153

Examiner : Philip J. Chea

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Date of Deposit: April 14, 2005

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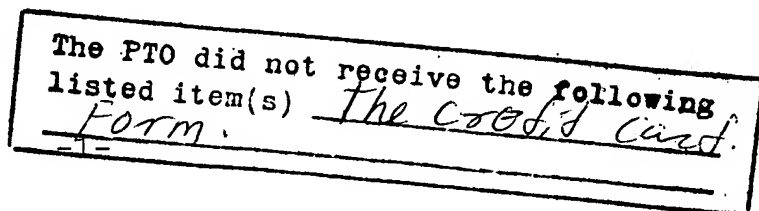
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Submitted herewith is a form PTO/SB/08A listing five U.S. patent publications, and one non-patent publication, which were cited by the Examiner in related application Serial No. and 10/002,744.

A form PTO-2038 is enclosed to cover the USPTO fee of \$180.00 set forth under 37 CFR 1.17(p) for filing an IDS at this stage of prosecution (after issuance of a first Office Action). Authorization is given to charge any additional fees which may be required, or to credit any overpayment, to Account No. 06-1378.

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Respectfully submitted,



Douglas Holtz
Reg. No. 33,902

Dated: April 14, 2005

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

Application Number

10/002,745

Filing Date

November 2, 2001

First Named Inventor

Toshio UENO

Group Art Unit

2153

Examiner Name

Philip J. Chea

Sheet

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of

2

Attorney Docket Number

01703/LH

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

FOREIGN PATENT DOCUMENTS

Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner
Signature

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DATE MAILED: **April 14, 2005**



INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,745
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	2153
				Examiner Name	Philip J. Chea
Sheet	2	of	2	Attorney Docket Number	01703/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ⁶
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998 ISBN 0-8186-8368-6, pages 136-142.			
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